

**About the User:** Kelsey had heard a lot about the Internet Archive but had never had the chance to use Archive.org. Kelsey frequently uses other online collections.

**Key findings:**

- The user was unable to complete the task of filtering a collection by language.
- User found blurry icons on the collection titles to be distracting.
- User was not expecting to see collections and items mixed together in the collection view.
- The initial ordering of collection items was not clear to the user.
- The sort bar was not easily visible to the user.
- Sizing in the media player was inconsistent and surprising for the user.
- Due to a lack of a hover state for the flag icon (all other icons the user encountered had hover states) the user was nervous about this button.
- User wanted longer reviews to be truncated to enable easier browsing.
- Although the user was very excited about Archive.org, she had been nervous to use the site without something specific to look for and had not thought of Archive.org as a place to browse.

**Testing Notes**

**Task 1: Please go to Archive.org**

**Task 2: Please go to the 'American Libraries' Collection**

*Task rating: 8*

Step A: Complete the task above

Kelsey started off by looking for 'Libraries,' she began by scrolling over all of the media icons in the navigation bar. Next she noticed the 'Top Collections' header and scrolled down to quickly find the American Libraries collection.

Step B: What are your first impressions of this page?

The first thing that stood out to Kelsey was the collection image and the collection description. She clicked through to the About tab and liked that she was able to see stats and contributors. Kelsey was distracted by some of the blurry icons in the collection tiles, but enjoyed being able to browse the different libraries.

Once Kelsey clicked into a new collection she was surprised to see collections and items displayed together. She had liked being able to use the collections as a way to drill down, but hadn't expected to see items interspersed throughout.

**Task 3: How do you think the items in this collection are currently ordered?**

*Task rating: 6*

Step A: Complete task above

Kelsey first assumed that the items in the collection were ordered by number of items, but quickly she realized that this wasn't the case, however it wasn't clear to her how the collection was organized.

Step B: How would you sort items in this collection by the date they were added to Archive.org, with most recently uploaded items first?

Kelsey had not seen the sort bar until she was asked this question. Upon noticing the sort bar she looked for a different way to sort by date and was surprised to find a dropdown.

#### **Task 4: How would you view only items that are in English in this Collection?**

*Task rating:* User could not complete this task

Kelsey began by looking through the topic list and then moved to the sort bar. She expected to find it in the sort bar or at the top of the topics list

#### **Task 5: How would you find an image of "Children Reading" in this collection?**

*Task rating:* 9

Kelsey began her search by filtering by image and then searching using the 'Search this Collection' box.

#### **Task 6: Item Details Page**

*No task rating*

Kelsey looked at three Item Details Pages during our interview. The first was a book which she found while exploring the collection view. For the book she was surprised by the small display size (most likely due to a bug during our donation drive). Going through the page she quickly found the download options. She was confused if the 'by' (creator) field referred to the creator or the uploader.

The second item that Kelsey looked at was also a book. Again she was surprised by the small size of the book, she expected the book to take up more of the black space. Kelsey liked seeing the book icon which was now familiar to her on the book item page. She also liked being able to see the copyright and MARC record. She was surprised to see reviews on Archive.org, which was not something she was expecting. With long reviews Kelsey wondered if having a way to truncate and then expose longer reviews would help users get through reviews faster.

Kelsey really wanted an explanation to appear for the flag icon.

The last item that Kelsey looked at as a software item. She was surprised to see how large the software image was. She felt like it was so large that she might have missed the information below the image.

#### **Task 8: Please find and go to one of the Archive's software collections**

*Task rating:* 8 easy

Kelsey began by clicking on the software icon on the navigation bar. She then selected the Classic PC Games. She felt that finding the software collection was easy using the nav bar but also mentioned that it might have been easy only because she had already rolled over them earlier in her exploration.

### Follow-up Questions

1. How did this interface match with your expectations of using Archive.org, what parts were easy to use and behaved as expected?

Kelsey had been nervous to visit Archive.org without something in particular to search for, but now she is excited to browse. She liked the icons. She was also curious how having a sticky navigation bar might benefit users.

2. In what ways did this interface not match your expectations of using Archive.org, what parts were hard to use, or weren't quite clear to you?

Filtering by language was still unclear for Kelsey.

3. If you could change one thing about Archive.org, what would you change?

The more use of words on the site the better, including hovers, the better. Also the blurry logos on the tile view.

4. Have you ever created an account on Archive.org, or would you? Why or why not?

Kelsey wanted to create an account and was excited by her experience with Archive.org. She wasn't sure what an account would be necessary for, she was curious if it was necessary to have an account to upload or download. Kelsey felt like she would definitely upload content to Archive.org.